



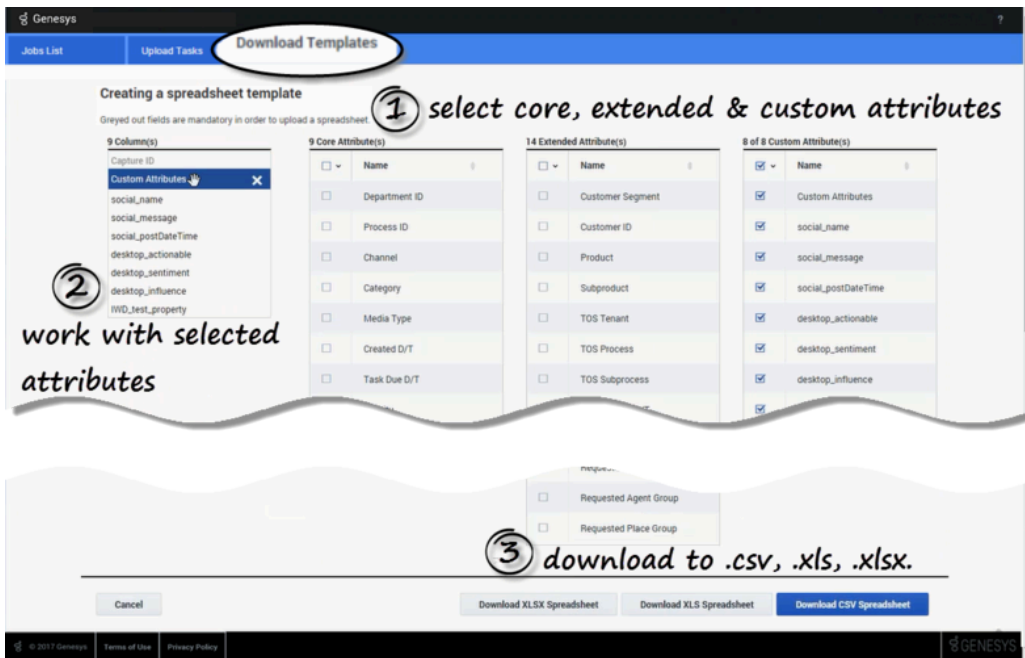
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iWD Web Help

[How do I create an iWD spreadsheet template to download?](#)

How do I create an iWD spreadsheet template to download?

To create and download a template



1. Select core, extended, and custom attributes for your spreadsheet template. These attributes will form the column headings in downloaded spreadsheets that are based on the template you are creating.
2. Refine your selection by working with the attributes listed in the left column. You can re-order them by drag-and-drop, or delete them either in groups or individually. Note that CaptureID is protected—you can't select it.
3. When your attributes list is complete and correctly ordered, select one of the download options—either .CSV, .XLS or .XLSX.

Important

An iWD Web application reads the values for priority, process_id and department_id from corresponding fields in its [ixn] configuration section when files are uploaded using the Web interface. Any values in imported spreadsheet files for these attributes will be ignored.

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Task attributes details

[+] CORE

Label	Task Attribute	Column Name in Interactions Table	Type	Interaction Attached Data Key
Core Attributes				
Capture ID (protected)	CaptureId	external_id	String	ExternalId
Department ID	DepartmentId	IWD_departmentId	String	IWD_departmentId
Process ID	ProcessId	IWD_processId	String	IWD_processId
Channel	Channel	IWD_channel	String	IWD_channel
Category	Category	IWD_category	String	IWD_Category
Media Type	mediaType	media_type	String	MediaType
Created D/T	CreatedDateTime	received_at	Timestamp	ReceivedAt
Task Due D/T	DueDateTime	IWD_dueDateTime	Timestamp	IWD_dueDateTime
Priority	Priority	priority	Integer	Priority
Business Value	BusinessValue	IWD_businessValue	Integer	IWD_businessValue

[+] EXTENDED

Label	Task Attribute	Column Name in Interactions Table IWD_ext +...	Type	Interaction Attached Data Key IWD_ext +...
Extended Attributes				
Customer Segment	CustomerSegment	customer Segment	String	customer Segment
Customer ID	CustomerId	customerId	String	customerId

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Label	Task Attribute	Column Name in Interactions Table IWD_ext +...	Type	Interaction Attached Data Key IWD_ext +...
Product	Product Type	product Type	String	product Type
Subproduct	Product Subtype	sourceProduct Subtype	String	product Subtype
TOS Tenant	SourceTenant	sourceTenant	String	sourceTenant
TOS Process	Source ProcessType	sourceProcess Type	String	source ProcessType
TOS Subprocess	SourceProcess Subtype	sourceProcess SubType	String	sourceProcess Subtype
TOS First Created D/T	SourceFirst CreatedDateTime	sourceFirst CreatedDT	Timestamp	sourceFirst CreatedDate Time
TOS Created D/T	SourceCreated Date Time	sourceCreated DateTime	Timestamp	sourceCreated DateTime
TOS Due D/T	SourceDue DateTime	sourceDueDateTime	Timestamp	sourceDue DateTime
Requested Agent	Requested Agent	requested Agent	String	requested Agent
Requested Skill	RequestedSkill	requested Skill	String	requested Skill
Requested Agent Group	Requested Agent Group	requested AgentGroup	String	requested AgentGroup
Requested Place Group	Requested Place Group	requested PlaceGroup	String	requested PlaceGroup

[+] CUSTOM

The Custom Attributes column does two things:

- Displays for selection any iWD Custom Attribute created using the **Configuring Custom Attributes** procedure.
- Lets you define a new Custom Attribute (a comma-separated key-value pair list) in your spreadsheet.

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These newly defined custom attributes will also appear in the Task Details GTL per the example below.

The screenshot shows a spreadsheet at the top and a Task Details GTL below it. The spreadsheet has columns A, B, and C. Row 1 contains the text "Capture ID;"Media Type";"Custom Attributes". Row 2 contains the text "captureID;workitem;firstAttr=value1 secondAttr=value2 thirdAttr=value3". The Task Details GTL shows various fields. On the left, a sidebar lists "Task Details" and "Attributes". The main area shows fields like "Status: ErrorHeld", "Process:", "Created D/T: Aug 17, 2015 2:11:41 PM GMT", "Activation D/T:", "Reprioritization D/T:", "Last Assigned To:", "Moved To Queue D/T: Aug 17, 2015 2:11:45 PM GMT", "Media Type: workitem", "Category:", "Channel:", "Business Value:", "Queue: IWD_ErrorHeld_custom", "Last Assigned D/T:", "Business Calendar ID:", "IWD_isContactServer: 1", "RRequestedSkills:", "RTargetObjectSelected: IWD_ErrorHeld_custom", "RTargetTypeSelected: 14", "RRequestedSkillCombination:", "RTargetAgentSelected:", "RTargetRuleSelected:", "RVQID:", "firstAttr: value1", "secondAttr: value2", and "thirdAttr: value3". Arrows point from the spreadsheet cells to the corresponding fields in the GTL: from B2 to "firstAttr: value1", from C2 to "secondAttr: value2", and from A2 to "thirdAttr: value3".

See also:

- [Upload tasks to iWD](#)
- [View status of upload jobs](#)
- [Overview](#)